

## ADR LUNCHTIME SERIES

# Lessons from Hollywood: Conflict Resolution

When conflict resolution is viewed through the Hollywood lens, interest based negotiations come alive. This program uses video clips to demonstrate the good, the bad, and the ugly. These clips are fun, useful, and entertaining as the speakers present win/win negotiating techniques from the silver screen and popular TV shows. The session will examine techniques such as identifying interests, active listening, and reframing.

**Speakers:** Anna Abbey & Margaret Ross  
Conflict Resolution Specialists  
Conflict Prevention and Resolution Center  
U.S. Environmental Protection Agency

Presented by: The Interagency ADR Working Group,  
Workplace Conflict Management Section

Date: Thursday, October 27, 2011  
Time: Noon - 1:30 PM (EASTERN TIME)  
*Please allow extra time for security procedures*

Location: U.S. Department of Energy  
1000 Independence Ave, SW, Room GJ-015  
Washington, D.C. 20585

### Directions:

**Orange**/**Blue Line**-Smithsonian/Holocaust Museum/Bureau of Engraving and Printing Exit; **Yellow Line**-L'Enfant Plaza/Maryland Ave Exit

To attend in person, please register by email to [cindy.mazur@dhs.gov](mailto:cindy.mazur@dhs.gov) and provide name, citizenship, and agency/employer by October 20. Questions? Please call Cindy Mazur at (202) 646-4094.

**Note:** This program will not be available via teleconference. If you're interested in learning more, please feel free to contact the session speakers directly at [ross.margaret@epa.gov](mailto:ross.margaret@epa.gov).